

RETURN-SHIPPING LABEL USAGE

ABSTRACT OF THE DISCLOSURE

Embodiments of the invention involve a system for monitoring the use of return-
5 shipping labels. The system is generally comprised of a label generation application that
creates a return-shipping label having a unique return-shipping label identifier and
associates the unique return-shipping label identifier with an authorization identifier that
has been provided to a customer desiring to return an item, and a label access application
that allows the customer desiring to return an item having the authorization identifier to
10 access and obtain the return-shipping label. The label access application monitors and
records information about the return-shipping label including at least the date and time
that the customer desiring to return an item accessed the return-shipping label. Other
embodiments involve methods of using such a system.